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--In operation, the Transaction Server receives a client transaction request, as shown at step 2504. The connection is accepted and Transaction Handler thread is removed from the thread pool for execution, as indicated at 2505. The Transaction Handler unpackages the transaction request at step 2506 and puts the request message into the Transaction Manager's RequestQ. The Transaction Manager 2320 removes the request message from its RequestQ at step 2507 and spawns a Transaction Executer thread to execute the transaction. Then, at step 2508, the Transaction Executer translates the message and executes the transaction by loading the domain class and invoking the specified method which send the request to the backend services.--

Please replace the paragraph at page 151, lines 16 to 27 with the following.

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--As indicated at step 2509, the backend service responds by sending the result of the transaction to the Registry Server which accepts the connection. At step 2510, a Registry Handler is removed from the thread pool for execution for performing translation of the received message and placing the result into the Transaction Manager's ResponseQ, as indicated at step 2511. The Transaction Handler retrieves the transaction result from the ResponseQ at step 2512 and the transaction response is delivered to the client at step 2513.--

IN THE CLAIMS:

Please cancel claims 2 and 6.

Please amend claims 1, 3-5, 7-14, 56 and 96 as follows.

ca 1. (Amended) An integrated and secure system for conducting business over the public Internet by enabling a customer of an enterprise communications network to command and control the customer's switched communications connections within the network over the public Internet

and to view the results of any changes in the customer's connections over the public Internet, said system comprising:

(a) an object oriented protocol for enabling encrypted interactive communications between said system and said customer over the public Internet, said protocol invoked within said customers web browser to support encryption, customer identification, authentication and network entitlements;

(b) at least one secure web server for managing secure customer sessions over the public Internet, said secure server providing session management for the customer connection, said session management including customer identification, validation, entitlements and encryption; and

(c) at least one dispatch server for communicating with said secure web server and a plurality of system resources, said dispatch server providing verification of system access and proxy generation for said system resources after said customer's entitlements have been verified;

(d) said plurality of system resources including a network manager which manages the routing of the customer's traffic over the communications network, and a view application to review said network traffic, said network manager and said view application responsive to proxy requests from said dispatch server to enable the customer to command and control switched voice traffic resources and switched data traffic resources provided by the enterprise to the customer.

3. (Amended) The integrated and secure system for conducting business over the public Internet as claimed in Claim 1, wherein said switched voice traffic resources include switched toll free voice traffic resources and said network manager includes a toll free network manager application to command and control the routing of switched toll free voice traffic.

4. (Amended) The integrated and secure system for conducting business over the public Internet as claimed in Claim 1, wherein said switched voice traffic resources include switched call center voice traffic resources and said network manager includes a call manager application to command and control the routing of switched voice traffic between call centers.

5. (Amended) The integrated and secure system for conducting business over the public Internet as claimed in Claim 1, wherein said network manager includes an outbound network manager to command and control switched toll traffic.

6. (Amended) The integrated and secure system for conducting business over the public Internet as claimed in Claim 1, wherein said view application includes a reporter for generating reports on switched voice communications in said network.

8. (Amended) The integrated and secure system for conducting business over the public Internet as claimed in Claim 7, wherein said reporter for generating reports on the switched voice communications in said network includes a real time reporter for generating reports on network traffic in near real time.

9. (Amended) The integrated and secure system for conducting business over the public Internet as claimed in Claim 7, wherein said reporter for generating reports on the switched voice communications in said network includes a real time reporter for generating reports on outbound network traffic in near real time.

10. (Amended) The integrated and secure system for conducting business over the public Internet as claimed in Claim 7, wherein said reporter for generating reports on the switched voice communications in said network includes a reporter for generating history reports on said switched voice communications occurring during preselected periods of time.

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11. (Amended) The integrated and secure system for conducting business over the public Internet as claimed in Claim 7, wherein said reporter for generating reports on the switched voice communications in said network includes a report manager application for enabling a customer to generate reports for a plurality of switched voice communication applications and an in-box manager application for communicating the reports to the customer.

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12. (Amended) The integrated and secure system for conducting business over the public Internet as claimed in Claim 7, wherein said reporter for generating reports on the switched voice communications in said network includes a priced call application for enabling a customer to generate priced reports and invoices for a plurality of switched voice communication applications.

13. (Amended) The integrated and secure system for conducting business over the public Internet as claimed in Claim 1, wherein said customer's switched communications connections includes switched data traffic connections and said view application includes a broadband view application for generating reports on data relating to switched data traffic.

14. (Amended) The integrated and secure system for conducting business over the public Internet as claimed in Claim 1, wherein said system includes an in-box application for storing and

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forwarding reports to the customer on data relating to the customer's switched voice and data traffic.

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36. (Twice Amended) An integrated and secure system for conducting business over the public Internet by enabling a customer of an enterprise communications network to modify the customer's switched voice communications connections within the network over the public Internet and to monitor the results in near real time over the public Internet, said system comprising:

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(a) an object oriented protocol for enabling encrypted interactive communications between said system and said customer over the public Internet, said protocol invoked within said customer's web browser to support customer identification, authentication and network entitlements;

(b) at least one secure web server for managing secure customer sessions over the public Internet, said secure server providing session management for the customer connection, said session management including customer identification, validation, entitlements and encryption; and

(c) at least one dispatch server for communicating with said secure web server and a plurality of system resources, said dispatch server providing verification of system access and proxy generation for said interactive communications after said customer's entitlements have been verified;

(d) said plurality of system resources including a toll free network manager which manages the routing of the customer's toll free voice traffic over the communications network, and a real time monitor which provides near real time monitoring of network traffic, said network manager and said real time monitor responsive to proxy requests from said dispatch server to enable the

customer to manage the communications network resources provided by the enterprise to the customer in near real time.

96. (Amended) An integrated and secure method for conducting business over the public Internet by enabling a customer of an enterprise communications network to command and control the customer's switched communications connections within the network over the public Internet and to view the results of any changes in the customer's connections over the public Internet, said method comprising:

providing an object oriented protocol to enable encrypted interactive communications between said system and said customer over the public Internet, said protocol invoked within said customer's web browser to support encryption, customer identification, authentication and network entitlements;

providing at least one secure web server to manage secure customer sessions over the public Internet, said secure server providing session management for the customer connection, said session management including customer identification, validation, entitlements and encryption;

providing at least one dispatch server to communicate with said secure web server and a plurality of system resources, said dispatch server providing verification of system access and proxy generation for said system resources after said customer's entitlements have been verified; and

providing said plurality of system resources, said system resources including a network manager which manages the routing of the customer's switched voice traffic and switched data traffic over the communications network, and a view application to review said network traffic, said network manager and said view application responsive to proxy requests from said dispatch